



# The Percival Guildhouse

## Safeguarding Policy and Procedure

### **Introduction**

Adults at risk have a right to be safely cared for and parents, carers and members of the public need to have confidence that organisations will provide a safe environment and be able to react appropriately to any allegations of abuse or poor care.

Everyone shares responsibility for safeguarding and promoting the welfare of adults at risk, irrespective of individual roles.

Adults' safeguarding legislation and government guidance says that safeguarding means:

- Stop abuse and neglect wherever possible;
- Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs;
- Safeguard adults in a way that supports them in making choices and having control about how they live and
- Promote an approach that concentrates on improving life for the adults concerned.

**This policy conforms to good practice recommended by Warwickshire Safeguarding (WSB).**

### **Policy Commitment**

The Percival Guildhouse (PGH) is committed to safeguarding all vulnerable adults that come into contact with our work. We believe vulnerable adults have an equal right to protection from abuse, regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation and consider the welfare of the adult at risk is paramount and listening to the voice of the adult at risk is of upmost important.

Vulnerable adults who access or who are involved in our services should:

- be made aware of this policy;
- have alleged incidents recent or historical recognised and taken seriously;
- receive fair and respectful treatment throughout;
- be involved in any process as appropriate.

PGH will take every reasonable step to ensure that all adults at risk are protected, where our staff, committee members, trustees, and volunteers are involved in the delivery of our work and are confident in the procedures that they need to follow. All suspicions and allegations of abuse will be taken seriously and investigations will be undertaken swiftly so that appropriate and required action is taken as soon as possible.

PGH has a complaints procedure that is open and well published in which ALL adults and children can voice concerns about unacceptable and / or abusive behaviour. This can be found <https://percival-guildhouse.co.uk/wp-content/uploads/2023/04/PGH-Complaints-Procedure-April-2023.pdf>

PGH equips staff, committee members, trustees and volunteers to make informed and confident decisions regarding safeguarding aligned to our policy/procedures. We ensure staff, committee members, trustees and volunteers receive training on safeguarding awareness and our policy/procedures. Staff, committee members, trustees, volunteers are competent in dealing with all aspects of safeguarding in relation by referral to the relevant external agencies and the procedures within PGH to ensure any allegation is handled correctly.

*Visitors must adhere to PGH processes whilst on site or in contact with PGH clients.*

A Whistleblowing and Escalation Policy is in place for all staff and volunteers.

We expect everyone (staff, committee members, trustees and volunteers) to have read, understood and adhere to this policy and related procedure.

### **Roles and Responsibilities**

PGH has a Designated Person who is responsible for safeguarding. This is Centre Manager (Sarah Gall). In their absence the role will be undertaken by Administrator and Bookkeeper (Fiona Pedley). There is also a Trustee who has responsibility for Safeguarding at Board Level to ensure that Safeguarding is on the agenda at Executive Committee Meetings.

The role of the Designated Person is to: Assume overall responsibility for safeguarding across the organisation.

It is not the role of the Designated Person or PGH to decide whether abuse has taken place or not. It is therefore vital that staff, committee members, trustees and volunteers raise all cases of suspected or alleged abuse in line with the procedures identified in this policy as there may already have been concerns expressed by other staff, committee members, trustees, volunteers and failure to report concerns may put adults at risk.

**Details of concerns and actions taken should be shared with the executive committee at the earliest convenience where appropriate and if appropriate with consent.**

### **Reporting Incidents**

All allegations or suspicions must be treated seriously and reported to the Designated Person for safeguarding as soon as possible and logged accordingly.

The designated person for safeguarding will then devise an appropriate plan of action. The exact nature of the action taken will be determined by the individual circumstances, but it may include the involvement of external authorities, such as the Multi Agency Safeguarding Hub now known as Open Door **(see contact details)**.

Any allegation made against a person in a **position of trust** (group leader, volunteer, staff member) should be reported to the designated person for safeguarding immediately. The matter will be investigated and the appropriate action taken. The designated person for safeguarding should inform: *\*\*Warwickshire Local Authority Designated Officer 01926 745376 [lado@warwickshire.gov.uk](mailto:lado@warwickshire.gov.uk)* who will advise of next steps.

If a disclosure of abuse is made by an organisation user, care should be taken to explain to them the procedure that will be followed and they should be told that it may not be possible for PGH to maintain confidentiality.

## **Good Practice**

### **a. Recruitment, Induction and Training**

All staff, committee members, trustees and volunteers working or volunteering directly with adults at risk are carefully recruited in line with good recruitment practice, to include:

- At least two verified references;
- Have full and up-to-date Criminal Record checks if their role meets the eligibility criteria outlined by the Disclosure and Barring Service;
- Familiarisation with the Safeguarding Policy and Procedure;
- Receive appropriate training and are provided with up-to-date and relevant information and guidance.
- Are provided with support appropriate with their responsibilities in relation to Safeguarding, and their requirement to maintain safe relationships, including a code of behaviour and that all staff and volunteers should be knowledgeable in the consequences of breaching that code and how it links to disciplinary and grievance procedures;
- Are aware of their role in respect of the disclosure or discovery of abuse, the procedure for doing so and report the disclosure or discovery of abuse to the Designated Person for Safeguarding ASAP.

### **b. Record Keeping**

Any concerns will be recorded in writing and kept in a locked drawer to comply with data protection legislation.

- Records should only include contacts and referrals made including date, time, reason and referral agency. PGH will assist other relevant organisations, as far as it is able, during any investigation of a Safeguarding incident. This will include disclosing written and verbal information and evidence.

### **c. Client disclosures**

- Reassure the person they have done the right thing
- Make notes as soon as practically possible
- Inform the person what steps will be taken next – including sharing information with others
- Speak to the Designated Person responsible for safeguarding within your organisation.

## Contact Details

Speak to your designated safeguarding contact, if advised contact the appropriate social services department for your local authority area to log the issue and seek advice. If anyone is at urgent risk of harm call the police on 999 or 101

- **Emergency contact number:** If a child / adult at risk is in immediate danger you should contact the police on 999 or 101.
- **Warwickshire contact numbers:**
  - **Concerns about an adult at risk** within Warwickshire: the matter should be reported to the Adult Social Care Team on **01926 412080**.
  - **Concerns about a child or young person:** Warwickshire's MASH (Open Door) should be contacted on **01926 414144** during office hours and **01926 886922** outside of normal office hours.

## Policy Review

PGH is committed to reviewing this Policy and Procedure annually, or earlier, if circumstances change.